Head of IT
The Good Shepherd Trust

Head of IT

Dear Applicant,

Thank you for your interest in the post of **Head of IT** at the Good Shepherd Trust. The Good Shepherd Trust is a multi-academy trust consisting of 24 schools in the Diocese of Guildford, across Surrey and Hampshire.

We are seeking an experienced and proactive Head of IT to provide professional leadership for IT services across the Trust. Working closely with the Executive Team and academies, the postholder will ensure that secure, reliable and effective digital systems are in place to support teaching, learning and day-to-day operations. You will play a key role in overseeing IT strategy, service performance and cyber security, supporting the resolution of complex issues to achieve the best outcomes for our pupils. If you are a positive, solutions-focused leader, we would be delighted to receive your application.

At The Good Shepherd Trust, our vision is clear: **flourishing together**, to build communities where all children and adults flourish. High-quality financial stewardship is central to achieving this. By providing timely, accurate and insightful financial information, our finance team enables school leaders and Trustees to make well-informed decisions that support strong outcomes for pupils and sustainable, resilient schools. We believe that high expectations, underpinned by robust financial management and continuous professional development, raise aspirations across our Trust. Working closely with Headteachers and School Business Managers, this role plays a key part in supporting bespoke, ambitious provision in each school and ensuring resources are used effectively to enhance learning, opportunity and life chances

We strive to build strong and effective partnerships with parents and the local and wider community because the engagement of parents/carers is vital to children's educational achievements. The Trust values that children's personal development grows through membership of a community and enables them to become contributing citizens.

Why join the GST Central Team?

– A growing MAT with a clear and ambitious central strategy
– Genuine influence over Trust-wide systems and processes
– A supportive and collaborative central team culture
– Opportunity to shape best practice across multiple schools

We are working hard to become a more diverse organisation – which is key to our commitment "to be better, together". We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates, who are currently under-represented in the Group as a whole. We always appoint on merit.

We are very excited about the opportunities this role will create to drive our Trust forward. We look forward to hearing from you and receiving your application.

Paul Kennedy
Chief Executive Officer

Job Title: Head of IT
Location: Central Trust Office, Guildford (with flexibility for homeworking by agreement)
Grade/Salary: GST Grade J £52,024 - £58,025
Hours: 36 hours per week, all year round
Contract Type: Permanent
Reporting to: Chief Financial Operating Officer (CFOO)
Responsible for: Internal IT staff (2) and External IT provider
Driving licence required

Purpose of the Role

The Head of IT is a senior leadership role within the Trust's Central Team and plays a key role in advising the Executive Team on digital strategy, cyber security, and technology-related risk.

We are seeking an experienced IT leader with a proven track record of leading, managing and developing IT systems and infrastructure across a Multi-Academy Trust or similar large-scale organisation. This is a strategic leadership role with the opportunity to build, shape and scale a high-quality digital
service. We have a mission to operate a forward thinking, modern IT infrastructure to support over 6,000 students and 1,000 staff.

The successful candidate will possess extensive knowledge of IT infrastructure, including system management, cybersecurity, and the delivery of major IT projects. You will be up to date with current and emerging best practices and have the ability to adapt and respond to the changing needs of the business.

As Head of IT, you will be responsible for developing and leading our IT strategy, ensuring that our systems and services support our academies effectively and securely. You will work closely with IT partners and teams across our Trust, providing leadership and direction to ensure that all academies benefit from the highest standards of technology and support.

The postholder will operate at a strategic level, providing assurance, oversight and leadership rather than day-to-day operational IT support. The role carries significant responsibility for business continuity, cyber security, data protection and the effective delivery of Trust-wide digital services.

Key Responsibilities
Leadership & Management
- Provide strategic leadership for IT across the Trust, ensuring technology supports educational delivery, operational effectiveness and long-term sustainability
- Act as the Trust's senior professional lead for IT, cyber security and digital infrastructure
- Provide expert advice to the Executive Team on IT risk, investment, resilience and compliance
- Line manage employed IT staff across the Trust, setting clear objectives, performance standards and development plans
- Lead and manage relationships with third-party IT providers, holding them to account for service quality, performance and value for money
- Establish clear governance, escalation routes and decision-making frameworks for IT-related issues

IT Services

- Provide strategic oversight and assurance of the Trust's IT services, ensuring systems are reliable, secure, scalable and aligned to Trust priorities.
- Oversee the planning, development and performance of the Trust's IT services, ensuring they meet agreed standards and service levels
- Provide assurance over network, infrastructure and telecommunications resilience, capacity and future planning
- Monitor third-party service performance, including ticket resolution, SLA compliance and customer satisfaction, intervening where necessary
- Lead the development and delivery of the Trust's upgrade, maintenance and replacement programmes
- Ensure IT provision across schools is consistent, fit for purpose and supports staff onboarding, offboarding and system access control
- Act as senior incident lead for major IT incidents, ensuring effective response, communication and post-incident review
- Support digital approaches to teaching and learning, including remote access, integrated systems and secure data sharing

Finance/Contracts
- Manage the Trust's IT budget, ensuring compliance with Trust policies and Academies Handbook
- Undertake appropriate and effective procurement of the provision of supplies and services
- Work with external contractors/providers to ensure that the Trust obtains best value for money
- Manage all IT related contracts and ensure that a register of software and hardware is maintained
- Ensure IT investment decisions align with the Trust's strategic priorities, risk appetite and long-term digital roadmap
- Drive standardisation and rationalisation of systems where appropriate to improve efficiency and reduce technical debt

Cyber Security
- Act as the Trust's senior lead for cyber security and information security
- Ensure robust cyber security controls are in place and consistently applied across the Trust
- Lead the Trust's response to cyber incidents, including coordination with external specialists, insurers and regulators where required
- Maintain oversight of cyber risk, including contribution to the Trust risk register and business continuity planning
- Provide clear guidance and assurance to leaders and staff on cyber security responsibilities and safe working practices

Policy & Trust Development
- Lead the development, implementation and regular review of Trust-wide IT and digital policies
- Maintain awareness of relevant legislation, statutory guidance and sector best practice, advising the Executive Team accordingly
- Contribute to the ongoing development of central Trust services and cross-Trust improvement initiatives
- Lead or support strategic projects as directed by the Executive Team

Person Specification (D – Desirable, E – Essential)
Qualifications / Experience
- NVQ Level 5 IT based qualification or equivalent professional experience (E)
- Professional service management or project management qualification (D)

- Evidence of on-going professional leadership development (D)
- Experience working in an education or multi academy trust environment (D)
- Minimum of 4 years' experience in managing the IT function in a user centric setting (E)
- Experience of leading IT services in a multi-site or complex organisation (E)
- Experience of managing outsourced or hybrid IT service models (D)

Knowledge & Skills

- In depth knowledge of managing and supporting a Microsoft 365 end user environment (E)
- In depth knowledge and experience with supporting SharePoint (E)
- Ability to manage a varied workload, prioritise effectively and meet deadlines (E)
- Ability to follow established processes while applying professional judgement (E)
- Ability to manage the long-term roadmap for WAN/LAN infrastructure in multi-site environments to published Government standards (E)
- Ability to undertake strategic planning including prioritisation of different goals to meet budget constraints (E)
- Ability to manage budgets, undertake robust procurement and secure good value for money contracts (E)
- Ability to foster good working relationships with suppliers and other service providers (E)
- Proactive, organised and willing to learn and develop (E)
- Strong communication skills, both written and verbal, including the ability to 'explain and train' (E)
- Ability to translate complex technical issues and risk into clear, practical advice for non-technical stakeholders (E)
- Strong strategic planning, change management and stakeholder engagement skills (E)

Personal Attributes
- Able to seek out information, advice and guidance when required (E)
- High-level interpersonal skills, sense of humour, and ability to communicate effectively with a wide range of stakeholders (E)
- Able to operate to the highest standards of personal/professional conduct and integrity (E)
- Excellent analytical skills in order to analyse complex data and information and use this to monitor and support activities and promote solutions (E)
- The ability to remain calm under pressure and meet deadlines (E)
- Think laterally and instigate new ideas and approaches (E)
- A willingness, where necessary, to support/coach colleagues (E)
- Flexible in terms of working hours and duties (E)
- A commitment to safeguarding and promoting the welfare of children and young people (E)

Flexibility
This role is based at the Trust's central office in Guildford and may involve supporting schools across the Trust, subject to operational need. Some homeworking is available. Flexible working arrangements, including adjusted start and finish times, will be considered to support work–life balance.

The role is not expected to provide routine on-site or on-call technical support, but may require travel to Trust schools for strategic, assurance or relationship-management purposes.

Closing date: 26th April 2026
Interview dates: Thursday 7th May 2026
Start date: ASAP

This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed. The post holder's responsibility

for promoting and safeguarding the welfare of children and young people with whom they come into contact will be to adhere to and always ensure compliance with the Trust's safeguarding policies.

Equality

Equality, diversity, and inclusion (EDI) are critical components of a healthy organisational culture. The postholder will support us to create a welcoming, supportive environment where every student and staff member can thrive.

Safeguarding

The Good Shepherd Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We ensure that all our employment practices reflect this commitment. All appointments are made subject to an enhanced DBS clearance (Disclosure and Barring Service), satisfactory references and qualification checks. The postholder will be required to safeguard and promote the welfare of children and young people and follow Trust policies and the staff code of conduct.

About The Good Shepherd Trust

The Good Shepherd Trust is a multi-academy Trust within the Diocese of Guildford. We currently have 24 schools, 23 in the primary phases and 1 secondary school. The Trust has implemented school hubs for the purpose of collaboration to improve outcomes for children and is seeking to further streamline and centralise services in order to better support all the schools within the Trust.

Each Trust school is unique. The Trust is committed to celebrating the local context of each school and capitalising upon their strengths to the benefit of the wider Trust. The quality and commitment of our people is at the heart of all we achieve. The Trust values them, develops them, and is an employer of choice.

Educationally our consolidated outcomes (for schools that meet the 3-year criteria for inclusion) across the Trust are in line with national average for MATs and within the Trust community are demonstrated in outstanding, good and improving schools.

The Trustees are ultimately accountable for the performance of the Trust and have a key role in setting the strategic direction and managing risk. The Trustees delegate some responsibilities to local committees (LC's).

The Trust has an active central team, based in Guildford, who provide support for school improvement and educational outcomes, safeguarding, governance, admissions, human resource management, finance and much more.

There are exciting developments in the pipeline to further develop the central function, which will bring benefit to all our schools.

We are guided by our principles and it is these, along with our vision and values that create the culture of how we work together:

Our core GST Values:

■ **Kindness:** The quality of being friendly, generous, and considerate towards others. It involves showing compassion and empathy, often through small acts that make a big difference.

■ **Integrity:** The practice of being honest and having strong moral principles. It means doing the right thing even when no one is watching and maintaining consistency between our words and actions.

■ **Resilience:** The ability to recover quickly from difficulties and adapt to challenging situations. It involves maintaining strength and positivity in the face of adversity and rebounding from setbacks.

How to Apply:

Please complete your application form on MyNewTerm